



Dynamicic.com

714.913.6940

How to Rehash a List

Dynamic Interactive

<http://vb.dynamicic.com>

The rehash feature is a great tool when you want to reuse a list you have already called. With the rehash feature you can reuse the entire list or select exactly who you would like to call again (busy, no answers, live person, problems, etc).

Step # 1

To rehash a list first go to the top grey bar, scroll over **reports** and click on **call log**. Next click on the icon labeled "rehash". In the blue query box put in the date that you ran the list and click search. If you do not see the blue box click the binoculars labeled query.

Tel Server Home Setup Reports Tools

Call Log for Sample Account



no data selected, please perform query first

Date From:	<input type="text" value="02/06/2009"/>
Date Until:	<input type="text" value="02/06/2009"/>
Campaign:	<input type="text"/>
Customer:	<input type="text"/>
Schedule Id(s):	<input type="text"/>
Batch Size:	<input type="text" value="20"/>
<input type="button" value="search"/> <input type="button" value="reset"/>	

Step # 2

A new page will appear "rehash filter". Next click the circle labeled custom.

Tel Server Home Setup Reports Tools

Call Log for Sample Account

query refresh previous next export rehash tasks switch customer

no data selected, please perform query first

Date From: 02/06/2009
Date Until: 02/06/2009
Campaign:
Customer:
Schedule Id(s):
Batch Size: 20

Rehash Filter - Mozilla Firefox
http://mega3.netdotsolutions.com/TelWeb/secure/popup/rehash_filter.jsp

Rehash Filter

Rehash Filter: default custom call progress

New phone list name (optional):

Create phone list for current customer:

Suppression List:

Done

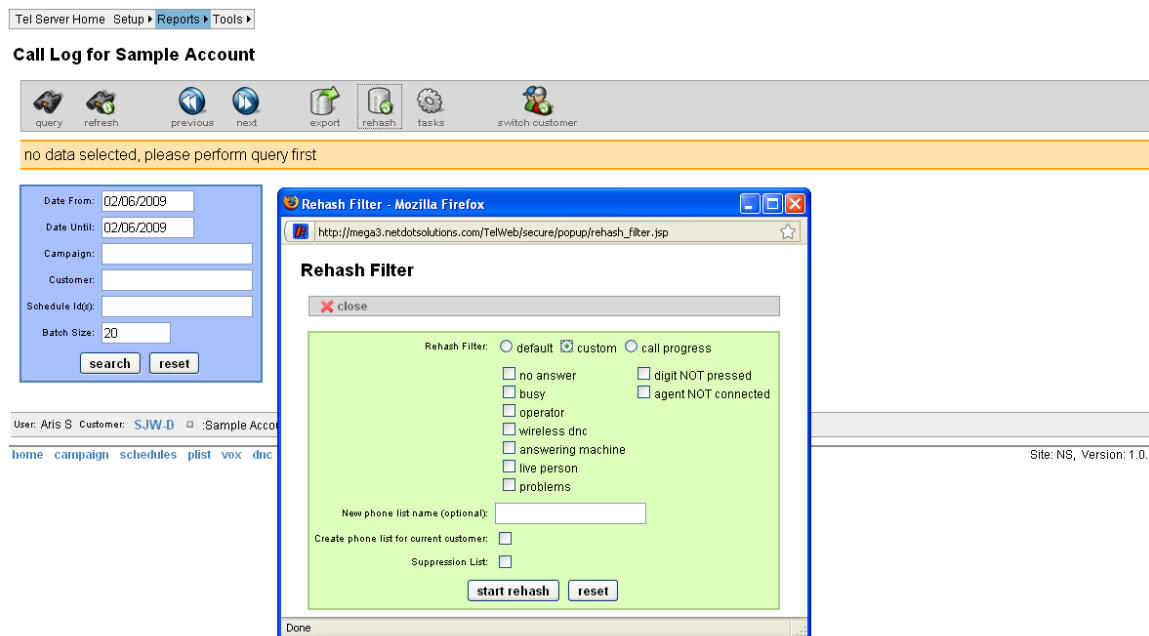
User: Aris S Customer: SJW-D Sample Account

home campaign schedules plist vox dnc

Site: NS, Version:

Step # 3

Next you will see the options you have for rehashing. From here click each box you wish to dial again. Below the boxes make sure to name this new rehash something you will recognize easily in the box labeled **"New phone list name"**. Then click **"start rehash"**. Give the dialer a few minutes to completely rehash your list.












The screenshot shows the 'Call Log for Sample Account' page with a toolbar containing icons for query, refresh, previous, next, export, rehash, tasks, and switch customer. A message states 'no data selected, please perform query first'. A search form on the left includes fields for Date From (02/06/2009), Date Until (02/06/2009), Campaign, Customer, Schedule Id(s), and Batch Size (20), with search and reset buttons. The 'Rehash Filter' dialog box is open, showing options for Rehash Filter (default, custom, call progress) and checkboxes for various call outcomes: no answer, busy, operator, wireless dnc, answering machine, live person, problems, digit NOT pressed, and agent NOT connected. It also includes a 'New phone list name (optional):' text box, checkboxes for 'Create phone list for current customer' and 'Suppression List', and 'start rehash' and 'reset' buttons. The browser title is 'Rehash Filter - Mozilla Firefox' and the URL is 'http://mega3.netdotsolutions.com/TelWeb/secure/popup/rehash_filter.jsp'. The footer of the dialog says 'Site: NS, Version: 1.0.1'.

Step # 4

Now you will need to go back to your schedule entry page. Go to **reports, then summary stats and min.** Next, click on the yellow pencil. From here click the cylinder labeled **"attach phone list"**. From the list choose the name of the rehash list you just created. Click add and then click save in the large green box on the left. Now you are ready to make your calls.

Tel Server Home [Setup](#) [Reports](#) [Tools](#)

Schedule Entry




1 / 1







Schedule

Schedule Id: 670512
 Customer: Sample Account
 Campaign: Dynamic Interactive Press 1 & VM
 Date: 02/06/2009

Start Time (Pacific, 24h): 09:00 PST
 End Time (Pacific, 24h): 21:00 PST

Priority: 5 normal

Dial Rate Type: Max Channels per Agent
 Dial Rate Amount: 25
 Agents: 1
 Phone# Entries: 100,000

Redial: redial once
 Redial Delay: 30 minutes

Redial Filter: Busy No Answer Problems
 Answering Machine

Repeat:
 Monday Tuesday Wednesday
 Thursday Friday Saturday Sunday
 Recalculate Phone# Entries

Active:
 Description:

Attached Phone Lists

Id	Name	Time Zone	Type	Entries Left
959813	dynamic interactive phone list 1.bt	MDT	Ready	1
959812	dynamic interactive phone list 1.bt	PDT	Ready	5
				6

Available Lists: bueno000 - PDT - 5

Filter:

- bueno000 - PDT - 5
- oc 562 - PDT - 114,090
- oc 949 - PDT - 50,303
- sample#'s list - a.txt - HDT - 1
- sample#'s list - a.txt - PDT - 4
- spanish 818 - CDT - 1
- spanish 818 - EDT - 2
- spanish 818 - MDT - 1

Dialer:

Channels:

Connected:

Routed:

Est. End Time:

Information:

Warning:

Error:

Throttle: